

RUDISH HEALTH

Leadership Profile

Clinic Operations Senior Director

FOUNDATION HEALTH PARTNERS

Table of Contents

Opportunity	3
Foundation Health Partners	4
Fairbanks, Alaska	8
Position Summary	10
Candidate Qualifications	12
Compensation	13
Contact	13

Position	Clinic Operations Senior Director
Organization	Foundation Health Partners
Location	Fairbanks, Alaska
Website	www.foundationhealth.org

Opportunity

Foundation Health Partners seeks an accomplished Senior Director to lead the operations of eighteen outpatient clinics in beautiful, family friendly Fairbanks, Alaska.

This is an exceptional opportunity to join the most comprehensive health system serving Interior Alaska. A highly visible member of the Business Development Executive Leadership Team, the Clinic Operations Senior Director will report to the incoming Chief Operating Officer (with a provisional period reporting directly to the Chief Executive Officer) in a dyad model alongside specialty medical directors.

The ideal candidate is hands-on with strong provider relationship skills and a proven track record of streamlining and standardizing ambulatory practice operations with a process improvement background. As independent provider practices integrate into an employed model, there is ongoing opportunity to standardize disparate workflows in their transition to hospital-based clinics. A critical success factor for the role is accelerating provider change management and methodology adoption for the stewardship of FHP Forward – the high-reliability organization initiative focused on streamlining care with tangible improvements in patient safety, quality of care, and operational efficiency, in partnership with the Virginia Mason Institute (VMI).

Additional day-to-day responsibilities span encounter and template management to expand clinic volume targets; people development overseeing a team of primary care and specialty clinic directors and managers; budget, financial planning and liaising with the billing office; and cross-functional initiatives enabling service line growth and network capacity management.

Foundation Health Partners

Foundation Health Partners is a $400M independent not-for-profit health system located in Fairbanks that serves the entire interior region of Alaska, an area of approximately 250,000 square miles. FHP is the largest private employer in the Interior; the organization employs over 1,800 individuals, offers competitive salaries and generous benefits.



Fairbanks Memorial Hospital
Fairbanks, AK

Community owned and operated, FHP is dedicated to providing compassionate health care for every chapter of its residents' life stories. Read more about FHP here.

Primary Services

Fairbanks Memorial Hospital (FMH): Fairbanks Memorial Hospital opened its doors in 1972 thanks to the voluntary efforts and monetary contributions of the citizens of Fairbanks. FMH is the largest private employer in Fairbanks. A 152-bed hospital with a Level 4 emergency department and Level 2 NICU, FMH serves patients from throughout the Interior of Alaska and provides care in more than 27 specialties.

As a sole community hospital, and as the most advanced medical facility for hundreds of miles, FMH is committed to treating the medical needs of everyone who comes through its doors. They employ highly skilled nurses and have more than 400 credentialed providers on medical staff. Services include behavioral health, catheterization lab, emergency care, home care, hospice, hospital medicine, infusions, intensive care, lab, lifeline alert, medical imaging, palliative care, pharmacy, surgical care, woman and infant services, and wound and ostomy care.

Foundation Health Partners Clinics: FHP operates 18 outpatient clinics, most of which are hospital-based and located on the FMH campus, and a couple are free-standing clinics located about one mile from the hospital. Primary care offerings are family medicine, 1st Care walk-in care, internal medicine, senior care, and pediatrics. Specialty care services include addiction medicine, allergy and asthma, behavioral health, cardiology, endocrinology and diabetes, general surgery, obstetrics & gynecology, oncology, osteopathic manipulative medicine, orthopedics, pain treatment, urology, wound and ostomy, and vascular.



Tanana Valley Clinic

A full list of clinics and outpatient care can be found here.

Denali Center: Opened in 1994, Denali Center is a 90-bed comprehensive short- and long-term care facility located next to Fairbanks Memorial Hospital and accessed through a corridor connecting the two. Services include skilled nursing, palliative care, end of life comfort care, physical rehabilitation, and dementia care.



Denali Center

Virginia Mason Institute (VMI) Management System

Launched in 2024, FHP Forward is a transformation in how the organization leads, learns, and improves. A significant focus of the principles has been the elimination of waste in all processes leading to increased value with the patients, FHP's customers, at the center.

FHP has partnered with the Virginia Mason Institute to explore the principles of high-reliability organizations and find opportunities for meaningful, sustainable improvement. The outcome is FHP Forward, a tailored, organization-wide management system rooted in evidence-based practices, built around frontline empowerment, designed specifically for FHP's culture and community.

Read more about FHP Forward here and the Virginia Mason Institute (VMI) approach here.



History

In the late 1960s, the only hospital available to Fairbanks area residents was St. Joseph Hospital, operated by The Sisters of Charity. The great flood of August 1967 devastated St. Joseph's Hospital and closure of the aged and deteriorating hospital was imminent. In the Interior, times were hard, and the community didn't want local government responsible for a new hospital. An incredible group of local volunteers envisioned a new community-owned hospital and the Greater Fairbanks Community Hospital Foundation was founded to plan, fund, construct and find an operator for the new hospital. The Hospital Foundation purchased Tanana Valley Clinic in 2008 to increase access to health care for Medicare patients in our community. Fairbanks Hospital Foundation and its visionary leaders are the reason Fairbanks has the continuum of quality medical facilities today.

Banner Health successfully operated Fairbanks Memorial Hospital and Tanana Valley Clinic for many years. In 2017, the Fairbanks Hospital Foundation discontinued its contract with Banner Health. Beginning January 1, 2017, Tanana Valley Clinic, Fairbanks Memorial Hospital and Denali Center became part of Foundation Health Partners, a wholly-owned subsidiary of The Greater Fairbanks Community Hospital Foundation. Foundation Health Partners operates all three facilities through a 15-member Board of Directors.

Mission, Vision, and Values

Mission: People First. Community Focused. Excellence Every Time.

Vision: A lifetime of excellent care provided by your community health care team.

Core Values:

- **Excellence.** We work as a team to bring experience, advanced technology and best practices to our community in order to provide the highest quality care for our patients.
- **Integrity.** Our actions are honorable, transparent and conducted in the best interests of our patients, their families, our employees, our community and our facilities.
- **Compassion.** With understanding and empathy, our team anticipates the needs of others and acts to meet those needs appropriately, meaningfully and with kindness. We genuinely care about and feel a responsibility for the well-being of others.
- **Stewardship.** Our team meets the diverse healthcare needs of our community by wisely managing our human, physical and financial resources.
- **Responsiveness.** Our location on the edge of the Arctic inspires practical determination, strategic collaboration and a sense of independence that keeps us responsive to the people of Interior Alaska.

2024 Key Statistics

FHP Budget: $400M
Facilities: 3
System Licensed Beds: 152 hospital and 90 skilled nursing
Employed Providers: 66
Credentialed Medical Staff Members: 400+
Employees: 1800
Hospital Pharmacy Department Budget: $8M

Source: Foundation Health Partners

Awards and Recognition

FHP hospitals and providers are recipients of numerous quality awards and recognition, including the illustrative designations below.



Fairbanks, Alaska

Deep in the wilds of Alaska, tucked in between two immense mountain ranges and nestled up against the winding Chena River, you will find a gem of a city known as Fairbanks. The magical northern lights dance across the sky nine months of the year during Aurora Season and the sun shines up to 24 hours a day during the Midnight Sun Season. Bold and resourceful locals have created a spirited city in the Golden Heart of Alaska.

Fairbanks' 100,000 residents and their families enjoy all the amenities of a delightful downtown, a thriving arts and music community, dynamic Alaska Native culture, outstanding Alaskan activities and attractions, and endless opportunities for exploration. Bursting with energy and things to do, the community finds Fairbanks inviting, engaging and awe-inspiring – the heart of the last frontier. The city is a major economic engine that is home to the trans-Alaska oil pipeline, two military installations, and the flagship University of Alaska Fairbanks, which celebrated its centennial anniversary in 2017.


Summer in Fairbanks

There's no better place to celebrate summer solstice. Fairbanks has long been known as the Land of Midnight Sun which runs from April to August with people out biking, gardening, or even golfing at all hours. The endless sunshine transforms life in the far north in pleasing and wondrous ways. Summer events take advantage of the everlasting sunshine and include the Midnight Sun Festival, Midnight Sun Baseball game, the Tanana Valley State Fair, the Yukon 800 boat race, and the Equinox Marathon. The baseball game's novelty and charm have earned national recognition: Baseball America called it one of the "12 Must-See Events for the Baseball Fan." ESPN Magazine selected the Midnight Sun Game as the Number One Destination for the "Baseball Road Trip" and "GQ Magazine dubbed the tradition one of "86 Reasons to be proud to be an American."


Winter Northern Lights

Winter Season takes on a storybook like quality; the Chena River freezes over, snow blankets the ground and lighted snowflakes adorn lamp posts. With Fairbanks as a basecamp, you can journey to Denali National Park and Preserve, cross the Arctic Circle, ski and snowboard in prime conditions, and discover spectacular Interior Alaska landscapes, towns and destinations.

There are a variety of flights that make getting to Fairbanks easy from anywhere in the U.S. including domestic flights to and from Seattle, Chicago, Minneapolis, Denver, as well as nonstop flights to both Europe and Asia.

Alaska offers a unique and captivating lifestyle that is rich in natural beauty, cultural diversity, and outdoor wonder. With no state income tax or sales tax, this is a place where you and your family can grow, explore, and enjoy a true sense of adventure. Whether you want to scan the skies for the aurora borealis, bask in the everlasting sunshine, or take a trip inside a snow globe, Fairbanks is an extraordinary destination for just about everyone. It is no wonder that Fairbanks is the perfect place to call home sweet home.

Position Summary

The Senior Director of Clinic Operations plays a pivotal role in shaping the long-term direction and success for designated clinical and/or operational support departments. With a focus on driving innovation, fostering collaboration, and ensuring operational excellence, this leadership position is responsible for aligning day-to-day activities with overarching strategic goals. This position maintains a high level of visibility at the facility and system levels. By championing a culture of service excellence, quality improvement, and fiscal responsibility, the Senior Director leads by example to enhance the overall patient experience and achieve organizational objectives.

Primary Duties and Responsibilities

- Provide leadership, supervision, and development opportunities for staff, fostering a collaborative and inclusive work environment characterized by continuous learning and growth.
- Promote a culture of employee engagement, accountability, and professional excellence, recognizing and rewarding high performance while addressing performance issues through coaching and development.
- Build strong relationships with internal and external stakeholders, fostering effective communication and collaboration to drive organizational success.
- Oversee the day-to-day operations of assigned departments, ensuring the efficient delivery of high-quality, patient-centered healthcare services within established facility and system policies, procedures, and guidelines.
- Drive process improvements to enhance clinical services, patient outcomes, and operational efficiency, leveraging technology and best practices to streamline workflows and optimize resource utilization.
- Ensures and fosters a high level of collaboration to coordinate a culture of continuous quality improvement, service excellence, and the ability to resolve problems within a team environment.
- Promotes and markets the facility to the public. Ensures public information describing the services provided in the facility is accurate and fully descriptive. Leads the marketing plan in conjunction with system leadership team. Ensures the efficient implementation and evaluation of the marketing plan as needed.
- Partner with finance and accounting teams to promote financial stewardship and clinical excellence, allocating resources effectively to support operational and capital acquisition processes.

- Develop and support departmental budgets, monitor financial performance metrics, and identify opportunities for cost savings and revenue enhancement.
- Ensure the efficient delivery of cost-effective services to patients, physicians, and hospital departments while maintaining fiscal responsibility and accountability.
- Provide visionary leadership and direction for multiple clinical service and operational support departments, driving the development and implementation of innovative care delivery models and operational strategies.
- Collaborate with executive and senior leadership to define and execute long-term strategic plans that support organizational growth initiatives, addressing barriers to remain current with the evolving needs of patient populations.
- Serve as a trusted advisor to facility and system leadership teams, offering strategic guidance and insights to inform decision-making and drive organizational success.

Supervisory Role

- This Senior Director oversees eight direct reports including:
    - A director over clinics in internal medicine, endocrinology, family practice, first care, and addiction medicine
    - A director over clinics in radiation oncology, OBGYN, urology, and pediatrics
    - A director over clinics in orthopedics, OMM, behavioral health, and allergy
    - A manager over cardiovascular clinic services
    - A director over retail pharmacy
    - A registration/scheduling program manager
    - An ambulatory RN director
    - A revenue optimization specialist over billing and coding in the business office (dotted)
    - An administrative assistant
- There is a strong dyad leadership model with the Medical Directors over each specialty.

A full list of clinics and centers can be found here.

Candidate Qualifications

Education and Experience

- Bachelor's degree in business, healthcare, or related field required.
- Must possess a strong knowledge and understanding of medical practice and clinic management, clinic operational structures and systems, and policies, procedures, and processes as normally demonstrated through eight (8) years progressively responsible experience in managing a health care facility.
- Leadership experience should include management of staff, budgets and multiple clinic functions.

Knowledge, Skills and Abilities

- Requires excellent written and verbal communication skills.
- Requires excellent public relations, problem-solving, human relations, and conflict resolution skills.
- Must have the ability to successfully and positively interact with physicians and employees at all levels throughout the organization and the public.
- Requires strong financial analysis and management, long range planning, and negotiation skills.
- Must have strong computer skills with working knowledge of computer applications in a medical practice setting.
- Analytical and critical thinking skills are required to integrate and interpret data from diverse sources. Must be able to integrate information to establish business priorities, decisions and budgets.

Compensation

An attractive compensation, benefits, and relocation package will be offered commensurate with the candidate's experience. Candidates relocating to Alaska will be offered the chance to visit with their spouse/family during the interview process, and if offered the position, up to $20,000 reimbursement of relocation expenses and a temporary housing benefit.

Contact

Rudish Health
www.rudishhealth.com



Nicole Brown
Senior Director, Talent Leadership Services
Telephone: (412) 352-3848
E-mail: nicole@rudishhealth.com



Asmita Shah
Vice President
Telephone: (713) 502-0493
E-mail: asmita@rudishhealth.com



Laura Yancone
Manager, Talent Leadership Services
Telephone: (585) 507-6799
E-mail: laura.yancone@rudishhealth.com